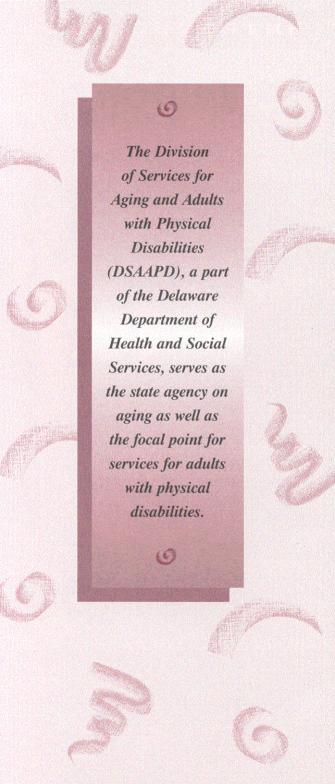
INTRODUCING...

Delaware
Health and
Social
Services,
Division of
Services for
Aging and
Adults with
Physical
Disabilities

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Mission

he mission of this Division is to improve or maintain the quality of life for Delawareans who are at least eighteen years of age with physical disabilities or who are elderly. The Division is committed to the development and delivery of consumerdriven services which maximize independence through individual choice, enable individuals to continue living active and productive lives, and protect those who may be vulnerable and at risk.

This mission is accomplished through service development and delivery; advocacy, training and communication; and public / private systems coordination.

Funding Sources

unding for the services provided by the Division are from multiple sources: Federal (Older Americans Act, Social Services Block Grant, and Medicaid), State General Funds, and private sources.

Structure

he Division is divided into three units:

Administration; Planning and Program

Development; and Client Services.

Administration

The Administrative Unit provides technological, human resources and secretarial support for the Division. It also manages the agency's budget, procurement and contracts.

Planning and Program Development

The Planning and Program Development Unit administers a *Joining Generations* intergenerational program, provides *Health Promotion* information and resources, and coordinates *Training* for the agency and the service provider networks, as well as maintaining a speakers' bureau and resource library.

This unit also conducts needs assessments, oversees evaluations, develops demographic materials, produces resource materials, prepares grant applications for resource enhancement, and prepares and coordinates the *State Plan on Aging* and the *Medicaid Home and Community-based Waiver Plan for the Elderly and Disabled*.

Client Services

The Client Services Unit consists of three programs: Adult Protective Services, Long-Term Care Ombudsman, and Community Services.

Adult Protective Services

Adult Protective Services provides social service intervention for mentally or physically impaired adults who are at risk of physical, financial or emotional abuse or exploitation.

Long-Term Care Ombudsman

The Long-Term Care Ombudsman Program's role is to receive, investigate and resolve complaints made by or on behalf of residents of licensed long-term care facilities. This office also has primary investigative responsibility with regard to allegations of abuse, mistreatment or neglect of patients in residential care facilities.

Community Services

The Community Services program provides services directly to adults with physical disabilities and those who are aging.

Information and Assistance is an access system designed to inform, guide, direct and link callers to needed and available resources.

Case Management is an integral part of the Community Services Program. Its purpose is to ensure a service delivery system that meets the needs of the individual. Each individual receives a comprehensive assessment by a case manager and a nurse if appropriate to identify needs. If the consumer wishes, a plan is developed that accesses a full range of services from throughout the community. Eligibility for these services varies according to the funding source.

Administration

Main Building • First Floor Annex 1901 N. DuPont Highway New Castle, DE 19720 (302) 577-4791 (800) 223-9074 Fax (302) 577-4793

Client Services

New Castle County

University Office Plaza 256 Chapman Road • Suite 200 Newark, DE 19702 (302) 453-3820 (800) 223-9074 Fax (302) 453-3836

Kent/Sussex Counties

Milford State Service Center 11-13 Church Avenue • Room 308 Milford, DE 19963 (302) 422-1386 (800) 292-1515 Fax (302) 422-1346

TDD Statewide

(302) 453-3837 (800) 964-0303

